

Providing PMO and OCM Support for a Time & Attendance System Implementation

This client is a well-known manufacturer, distributor, and marketer of household products. The company's principal products include aluminum foil, plastic wraps, oven bags, waste bags, slider bags, disposable plates, and cups.

The client had encountered challenges with its Time and Attendance (T&A) HR functional area due to the deployment of multiple T&A systems and manual attendance management and rostering practices. Business challenges included multiple disconnected time-keeping processes; an inability to enforce standard HR processes; poor employee engagement due to antiquated systems that lacked real-time information (low employee satisfaction); lack of scheduling automation resulting in time-consuming/manual processes for supervisors (time and schedule change approvals); and a manual timekeeping process for salary non-exempt employees.

Through an assessment, the company concluded that tangible benefits could be derived from the procurement and deployment of a leading T&A product in this area. Additionally, direct product support provided to address essential system maintenance for the multiple T&A systems was either weak or discontinued.

The client engaged Clarkston Consulting to help implement the new T&A system – managing both the project and the organizational transition – ultimately helping the client achieve benefits like automated time and attendance tracking; capabilities for employee self-service for Time-off, Overtime (OT) & Shift Change requests/acceptances; and the generation of standard reports.

Consumer Products Case Study

PROJECT OVERVIEW



INDUSTRY:



Consumer Products

PRODUCTS AND SERVICES:



Household Products

PRIMARY OBJECTIVES:

- Replace multiple timekeeping systems and processes and consolidate all time collection into one system to enable consistent processes and strong data analytics capabilities
- Enforce HR policies with mitigation of risk by applying harmonized pay and attendance rules through system automation
- Leverage employee engagement by providing self-service to HR functions, such as through improved access to timecards and schedules, to reduce supervisor manual activities
- Introduce automated and data-driven schedules (schedule automation) in compliance with legal and organizational HR policies and employee preferences (satisfaction)
- Facilitate system integrations and eliminate the need to enter multiple systems for HR practitioners
- Replace manual timekeeping processes for Salary Non-Exempt employees to achieve time savings and increased data accuracy through real-time data capture

RESOLUTION:

- Led the implementation of a Time and Attendance (T&A) application intended for use by all company and temporary hourly, salary non-exempt, and select salaried employees
- Designed and implemented a change management program that included impact analysis, stakeholder management, timely change communications, and training for both manager and employee levels
- Provided project management direction and support, coordinating with integration partner and client project leadership
- Designed and conducted alignment sessions with senior leadership to guide the application of strategic priorities, the identification of critical support requirements, and the path to success

KEY BENEFITS:

- Successful migration (via phased approach) from multiple legacy T&A platforms to UKG Dimensions
- Consolidation of 17 facilities into a single T&A platform, including the implementation of new time clocks
- Automation of T&A submission and tracking activities
- Design and implementation of new and optimized business processes
- Creation of successful training and communications materials to facilitate and support the transition for both the Manager and Employee levels
- Introduction of employee self-service options that include features for Time-off, Overtime (OT) & Shift Changes

KPIs

- Reduction of multiple antiquated time systems (all time captured consistently in one automated system)
- Improved policy enforcement (harmonized pay and attendance rule)
- Enhanced employee engagement/satisfaction (access to employee self-service timecards, schedules, and real-time data)
- Elimination of manual HR processes (automated time and schedule approval)

CONTACT US

